

drobo[®]

User Guide



data robotics, inc.[™]

NOTE

- EN Please check the following website for the most up to date Drobo User Guide.
www.drobo.com/support
- DE Bitte sehen Sie auf der unten aufgeführte webseite nach für die Drobo Gebrauchsanweisung in Ihrer Sprache.
www.drobo.com/support/intl
- ES Por favor consulte el siguiente sitio de web para localizar el Drobo guía de usuario en su idioma.
www.drobo.com/support/intl
- FR Veuillez voir le site Web ci-dessous pour le manuel d'utilisateur de Drobo dans votre langue.
www.drobo.com/support/intl
- IT Si prega di consultare il sito web sotto per la Drobo Guida utente nella vostre lingua.
www.drobo.com/support/intl

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I. Introduction

Thank you for giving another Drobo® storage device a good home! We at Data Robotics, Inc.™ have been working since 2004 to make protecting, storing and managing your digital content truly effortless.

Why Drobo?

The Drobo family of products (Drobo and DroboPro™) provides effortless, safe and expandable storage. There are many different ways to store and protect digital content, but Drobo is the only fully automatic storage device that performs many data management tasks without user effort. Here's what you can expect:

Fully automated data protection and management

- Drobo automatically configures itself for data protection so you don't have to.
- When a drive fails, your data is still safe (and all drives do eventually fail).
- Drobo senses any corrupted data and ensures that you only access non-corrupt data.
- No downtime to add capacity. Just add a drive to an empty Data Bay, or replace a smaller drive with a larger one regardless of capacity, speed, or manufacturer.
- After a drive is installed into an empty bay, the new drive capacity is immediately available and protected.
- Drobo can act as one large drive, making it easier to find what you've stored on it.
- Drobo's Data Bay indicator lights tell you everything you need to know!

Infinite expansion

- Upgrading capacity is as simple as adding ink to a printer.
- Mix 'n match any 3.5" (SATA) hard drives; no worrying about matching make, model or capacity of Drobo's existing drives.
- Upgrade forever—just replace Drobo's smallest drive with a larger capacity drive. No data migration or reconfiguration is required.

BeyondRAID™ storage technology

What does it mean to go BeyondRAID? Going beyond traditional RAID means leaving choices between striping and mirroring, limitations on

expandability, drive sizing, and drive ordering behind. BeyondRAID™ technology is the next generation of storage that brings together safety, reliability, expandability, efficiency and of course ease-of-use. BeyondRAID can be adopted without any change in infrastructure, allowing you to maintain your current file system and operating system—eliminating the friction costs typically associated with moving to a new technology platform.

Standard RAID levels are full of compromises. Do you want striping or mirroring? A two-disk or four-disk RAID set? BeyondRAID is able to solve these issues because it is built on an advanced virtualization platform. If you already understand how RAID 0, 1, 5 or 6 operate(s), you understand the fundamentals of BeyondRAID since BeyondRAID relies on the same underlying algorithms.

Welcome to the world's best storage experience.

Who is Data Robotics, Inc.?

Data Robotics, Inc. was formed in 2004 in California's Silicon Valley with a vision to take the pain out of storage management. Data Robotics, Inc. developed the technology inside Drobo for people who "have to" protect their valuable digital assets, but "hate to" – because it's complex and time consuming. For those people, we created Drobo, the world's first storage robot. It is a fully automated data storage system that provides the only truly effortless, safe and expandable storage solution. Unlike outdated technologies that emerged twenty plus years ago and the frustrating products on the market today, Drobo is an industry-changing product line that combines the advanced concepts of storage virtualization and cybernetics, to take the pain out of storage management.

II. Getting started

Before you set up your Drobo, you should determine if you will need to share your Drobo with additional computers. If so, see “Sharing Drobo between computers” on page 34 for further information.

Three easy steps

To set your Drobo up, you will need to do the following:

1. **Insert drives** – Use any 3.5” SATA drives. Start with at least two drives to protect your valuable data. (All data on the drives will be erased.)
2. **Connect cables** – Connect the Drobo to your computer or DroboShare (1st/2nd Generation Drobo only) and connect power.
3. **Initialize Drobo** – Install Drobo Dashboard and follow Dashboard’s instructions for setting up your Drobo.

For more details on any of these steps, please continue to read through this section of the User Guide and then refer to the appropriate section for your specific product.

Selecting hard drives

Drobo is unlike typical storage devices. Drobo makes it extremely easy to increase storage capacity in the future just by inserting additional drives or replacing existing drives with larger ones. This means you can buy the storage you need today and then easily expand later. You can save hundreds of dollars over time.

Drobo doesn’t care what manufacturer, capacity or speed of hard drive you install. It accepts standard 3.5 inch internal SATA1 or SATA2 (also referred to as SATA/150 or SATA/300) hard drives. Older IDE or ATA-type drives will not work.

Warning! Please note that when adding hard drives to Drobo, any pre-existing data on those drives will be erased.

Choosing capacity

The number and capacity of drives determine how much usable protected storage Drobo provides. Take the guesswork out by using Drobolator (www.drobo.com/drobolator), a web-based tool which determines the usable protected capacity, based on any combination of

drives. To calculate the approximate capacity yourself, omit the largest drive and then add-up the capacity of the remaining drives.

For example (largest drives are crossed out):

# of Drives	Drive Capacities	Usable Protected Capacity
3	250GB + 250GB + 250GB	= 500GB
4	250GB + 250GB + 250GB + 500GB	= 750GB
4	750GB + 250GB + 250GB + 500GB	= 1000GB

A note about drive capacity

Some years ago, computer manufacturers and hard drive manufacturers started using different systems for measuring capacity. The net result is that not all of a drive’s rated capacity is available to your computer. For example, a 750GB drive will have approximately 700GB worth of capacity. This discrepancy has nothing to do with Drobo.

Keeping your product up-to-date

During your initial setup, Drobo Dashboard asks you if you want to check for updates automatically. We highly recommend you select the “Yes” option to assure optimal performance of your Drobo. This feature enables you to keep both Drobo Dashboard and your product’s firmware current. Subsequently, you will receive a notice when a newer version is available. You can check for the most current versions at <http://www.drobo.com/support/>.

Best Practices

There are a number of things you can do to protect your valuable data. Using a Drobo storage product is obviously a major step. However, there are additional actions you can take to provide even greater safety for your data. To learn more about this important topic, please visit our Best Practices site at <http://www.drobo.com/support/>.

III. Drobo Dashboard Overview

Drobo Dashboard is used to set up, configure, and interact with your Drobo, DroboShare or DroboPro. You will find further detail on each one in the section specific to that product.

Drobo Dashboard basics

Drobo Dashboard is the recommended companion application that keeps you informed of Drobo’s status and allows you to customize Drobo to best fit your storage needs.

Note: *To install Drobo Dashboard, you will need to have administrative rights on your computer.*

The main page

Open Drobo Dashboard and you will see the main page. This page gives you a quick overview of your Drobo’s status and storage usage. If you have more than one Drobo, you can switch between Drobos by clicking on the appropriate tab at the top of the window.



The pie chart shows you how much storage space is being used and how much free space remains. By placing your mouse over the pie chart, you will see a summary of the health of your Drobo.

Are you curious about how your disks are being used? Click the triangle next to “How is my storage being used?” The capacity breakdown bar will appear showing you how Drobo is using storage.

- **Available for data:** Total protected space on Drobo that is available for you to store data
- **Reserved for expansion:** Unusable capacity reserved for future use when one hard drive is larger than the others. This space will become available when you add a larger capacity hard drive or replace a smaller drive with a larger one.
- **Used for protection:** Storage capacity that is used to protect your data against drive failure
- **Overhead:** Capacity used by Drobo for management

You can explore different hard drive combinations using the Drobolator web tool at www.drobo.com/drobolator.

Advanced Controls: Data tab

The Data tab in Advanced Controls gives you in-depth details on the status of your Drobo or DroboPro. You should go to this screen if Drobo is in the process of protecting your data and you would like to know when it will finish. The progress is shown in the “Data Protection” section. See page 16 (Drobo) or page 30 (DroboPro) for further details.

Advanced Controls: Tools tab

The Tools tab gives you access to controls that allow you to customize your Drobo or DroboPro. In this window you can reset your Drobo, reformat the volumes, or change settings specific to DroboShare and DroboPro. Additionally, this page displays useful information about your Drobo or DroboPro and provides an easy way to check for updates of Drobo Dashboard and your unit’s firmware. See page 16 (Drobo), page 21 (DroboShare), or page 30 (DroboPro) for further details.

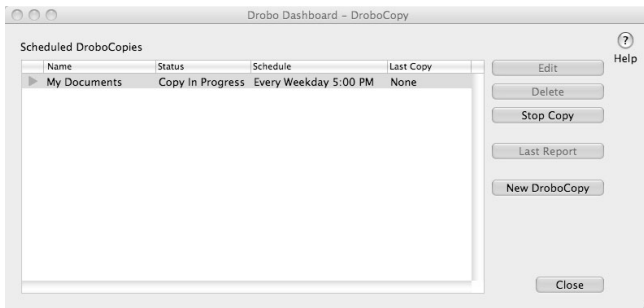
Additional features

Drobo Dashboard provides the following additional functionality to your Drobo or DroboPro, enabling you to make custom backups and receive email notifications.

DroboCopy

DroboCopy provides an easy way to back up files to your Drobo. Select the folder you want to back up, the location you want to back it up to, the time you want it to run, and you are all set. Your selected backup folder and all the items within it will be copied the first time DroboCopy

runs. Subsequently, only new and updated files will be copied to the destination folder. (Updated files will replace older files.)



To start using DroboCopy on a PC, launch Drobo Dashboard and right-click the Drobo Dashboard icon (pie chart) in the System Tray and select “DroboCopy Settings...”. On a Mac, launch Drobo Dashboard and go to the Drobo Dashboard menu and select “DroboCopy Settings...” In the DroboCopy window click “New DroboCopy” and pick the folders you would like to use for your DroboCopy.

Note: *Drobo Dashboard must be running for the scheduled backups to work.*

Alerts

Drobo Dashboard will display specific Drobo alerts locally on your computer. For individual Drobo alert settings, the desired alert level can be set in Drobo Dashboard within the Advanced Controls > Tools tab.

Drobo Dashboard can also send e-mail alerts based on a selected alert level for all Drobos attached to your computer (including any DroboShares on your network). To access this option on a PC, launch Drobo Dashboard and right-click the System Tray Drobo Dashboard icon and select “E-mail Alert Settings”. On a Mac, launch Drobo Dashboard and go to the Drobo Dashboard menu and select “E-mail Settings...”

Note: *Drobo Dashboard must be running for alerts to work.*

Keeping Drobo Dashboard up-to-date

Drobo Dashboard is included on the Drobo Resource CD that comes with your product. After it is installed, you will be notified when a new version is available (unless you uncheck “Check for updates automatically”). Go to <http://www.drobo.com/support/> for more information.

IV. Drobo (1st and 2nd Generation)

Inserting drives into Drobo

Once you’ve chosen the number of drives and which capacities to install, all you have to do is remove your Drobo’s face plate by simply pulling it off and then slide the drives into the Data Bays. It doesn’t matter which drive goes into which Data Bay. **You should note that any pre-existing data on the drives will be erased.** Be sure not to touch any exposed hard drive circuit boards after unpacking.



First orient the drive connectors so that they are pointed towards the Drobo and are at the bottom of the drive (as shown). Open the Drive Lock by pressing it towards the left and slide the drive into the Data Bay until you feel the connector “mate” at the rear of Drobo. If the connectors seat properly, the Drive Lock will snap behind the drive, securing it into place.

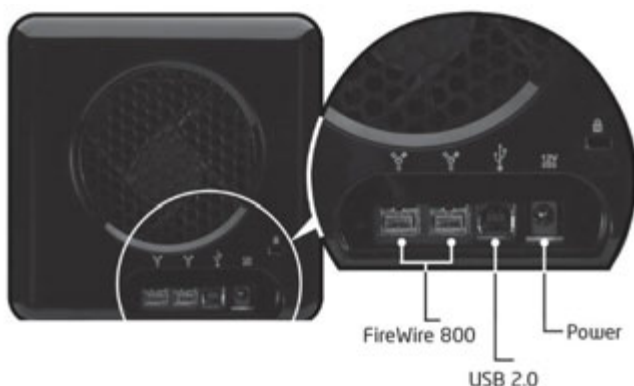
Tip: Insert the drive with top silver plate facing up (circuit board down).

Connect Drobo to your computer

There are several ways to connect Drobo to your computer. You should select the fastest connection you have available. Please note that only one connection type can be used at any given time. The connections are:

Connection Type	2 nd Generation Drobo	1 st Generation Drobo
USB 2.0	X	X
FireWire 800	X	

Note: FireWire 800 is faster than USB 2.0.



Note: Firewire 800 is on the 2nd Generation Drobo only.

USB 2.0

Drobo gives you the option to use USB 2.0 to connect to your computer. While not as fast as FireWire 800, it is found on every computer made in the past few years.

FireWire 800 (2nd Generation Drobo)

FireWire 800 will give you excellent performance with your 2nd Generation Drobo. If your computer does not have a FireWire 800 port, then please contact your computer manufacturer for a compatible add-on card. (Make sure that you select a card that fully supports your computer and operating system since not all FireWire cards provide optimal performance.) If your computer only has a FireWire 400 connector then you will need to purchase a FireWire 800 to FireWire 400 cable.

Note: Windows based computers will not get optimal performance with the standard Microsoft FireWire drivers. Visit our support knowledgebase at www.drobo.com/support for details on how to optimize performance with FireWire on Windows (search keywords "FireWire performance").

Connect power

Once you have connected Drobo to your computer, the next step is to connect it to an AC power source. Simply connect the power cord to the back of the Drobo and to your power source.

Note: As with all electronic equipment, we recommend connecting your Drobo to a surge protector or uninterruptible power supply (UPS), designed for electronics.

Connect your Drobo to a network using DroboShare

If you are going to use your Drobo on a network, you will need to use the companion product, DroboShare. Your Drobo connects to DroboShare, which connects to the network. Please see page 18 for further detail on setting up this connection. Return to this point to complete your Drobo setup.

Initialize your Drobo

Just as with any hard drive, you must format Drobo for use with your computer's operating system. Use the formatting tools provided in Drobo Dashboard, which is included on the Drobo Resource CD. You can also download Drobo Dashboard by visiting www.drobo.com/support.

Insert the Drobo Resource CD that came with your Drobo into your computer. From the on-screen menu, select Install. After Drobo Dashboard is installed, it will start automatically.

Picking a file system and volume size

Depending on your computer's operating system, you have several choices for the file system format and size of the file system on your Drobo. You should pick the combination that works best for your expected usage of Drobo. For most customers, we recommend choosing the largest volume size available for the selected file system. The size of the volume you select is independent of the amount of actual storage in your Drobo because of Drobo's advanced storage virtualization.

If the amount of available protected storage in Drobo ever exceeds the size of the volume that you picked (this may occur when you add one or more additional hard disks to Drobo), then Drobo will automatically create a new volume (or volumes) of the same size as the original volume. Drobo Dashboard will notify you when this occurs and ask you to format and name the new volume(s).

File System Format	Compatible With	Max Volume Size
HFS+	Mac OS X DroboShare	16TB
NTFS	Windows Vista, Server 2003/2008, and DroboShare	16TB
NTFS (XP Compatible)	All Windows and DroboShare	2TB
FAT32*	All Windows, Mac OS X, and DroboShare	2TB
EXT3	DroboShare	2TB

** FAT32 is an older file system format that is generally less protective of your data than modern (journaled) file systems. It also has slower performance and file size limitations.*

Formatting for PC using Drobo Dashboard

1. Once Drobo has finished starting up, Drobo Dashboard will automatically discover it and show the message to the right. Click “Yes”.



Note: Newer versions of Windows (including Vista) will also offer to format your Drobo. We recommend that you click “Cancel” and use Drobo Dashboard to format.

2. You will be shown the message to the right asking you to select Drobo’s file system format. You have the choice between NTFS (XP Compatible), NTFS, and FAT32. For most, either version of NTFS is the best choice. After you choose, click “Next”.



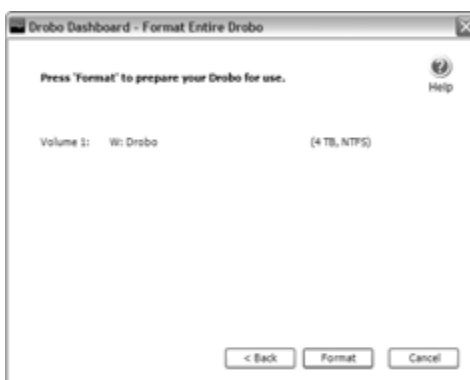
3. You will be shown the message to the right asking you to select a volume size. The available sizes are based on which file system type you picked and the capabilities of your operating system. We recommend that you pick the volume size that will be able to store all of your files for the foreseeable future. Click “Next”.



4. Depending on your volume selection and the total capacity of the drives in your Drobo, you will be presented with the opportunity to select a custom name and drive letter for your volume(s). Click “Next”.



5. You will be shown a summary of your selections. Now click “Format”. This process should take a few minutes and could cause your Drobo to restart.



When formatting is complete, your Drobo is ready to be used. You will be able to access it like any other drive connected to your computer.

Tip: You can determine actual disk space usage by opening Drobo Dashboard or checking Drobo’s blue capacity lights.

Formatting for Mac using Drobo Dashboard

1. Once Drobo has finished starting up, Drobo Dashboard will automatically discover it and show the message to the right. Click “Yes”.

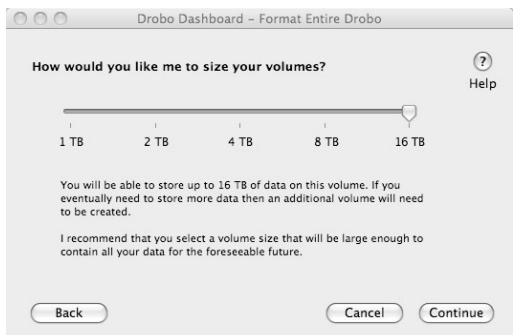


Note: Mac OS X will also offer to format the Drobo storage. We recommend that you click “Ignore” and use Drobo Dashboard to format.

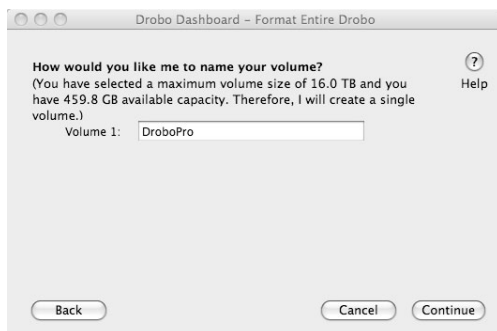
2. You will be shown the message to the right asking you to select Drobo’s file system format. You have the choice between HFS+ and FAT32. Only use FAT32 if you must connect the Drobo to a Windows-based computer. Click “Continue”.



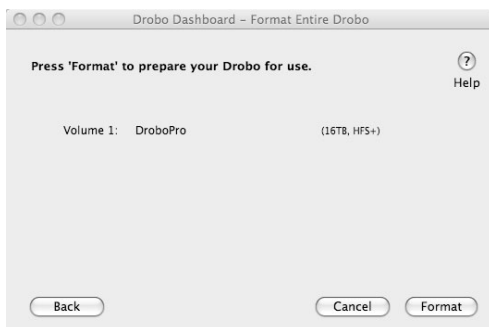
3. You will be shown the message to the right asking you to select a volume size. The available sizes are based on which file system type you picked and the capabilities of your operating system. We recommend that you pick the volume size that will be able to store all of your files for the foreseeable future. Click “Continue”.



- Depending on your volume selection and the total capacity of the drives in your Drobo, you will be presented with the opportunity to select a custom name for your volume(s). Click “Continue”.



- You will be shown a summary of your selections. Now click “Format”. This process should take a few minutes and could cause your Drobo to restart.



When formatting is complete, Drobo is ready to be used. You will be able to access it like any other drive connected to your computer.

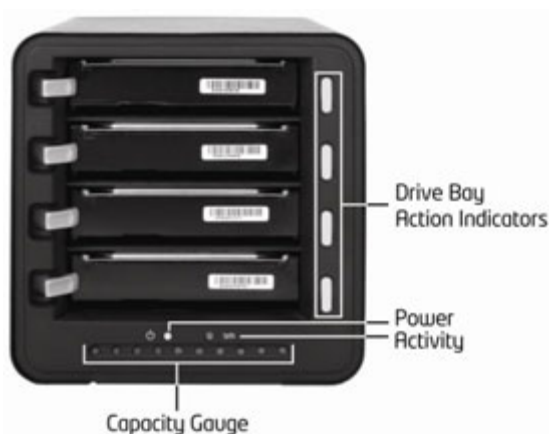
Tip: You can determine actual disk space usage by opening Drobo Dashboard or checking Drobo’s blue capacity lights.

Formatting with DroboShare using Drobo Dashboard

If you are connecting your Drobo to a network via DroboShare, you can format your Drobo using Drobo Dashboard. For detailed information, see page 18.

Drobo Lights

One of Drobo’s many benefits is a series of lights that tell you everything you need to know, without your having to launch any application software on your computer. Remember, Drobo is designed to actively monitor and protect your data at all times. Drobo will automatically take any necessary actions and display them using the following lights:



Drive Lights

Green: No action is required. All drives are healthy.
Solid Yellow: Add a drive or replace the current drive with a larger drive soon. Drobo is running out of disk space.
Blinking Yellow and Green: Do not remove these drives or power down. Drobo is working to protect your data.
Solid Red: Add a drive or replace the current drive with a larger drive immediately. Drobo is critically low on space.
Blinking Red: Replace this drive immediately. This drive has failed and needs to be replaced.

Power Light

Green: The power is on and Drobo is ready.
Yellow: Drobo is in standby mode.
Red: Drobo has overheated. Disconnect the data cable and then the power cable. Let it cool down and then restart. Let it cool down and then restart.

Activity Light

Blinking Green: Data is actively being transferred between your computer and Drobo.

Capacity Gauge

Blue: Displays the percentage of your Drobo that is full, in 10% increments.

Using Drobo Dashboard with your Drobo

The Drobo Dashboard application allows you to easily check the status, change settings, etc., on your Drobo. See page 5 for an overview of Drobo Dashboard.

Advanced Controls: Data tab



The Data tab in Advanced Controls gives you in-depth details on the status of your Drobo. You should go to this screen if Drobo is in the process of protecting your data and you would like to know when it will finish. The progress will be shown in the “Data Protection” section.

Advanced Controls: Tools tab



The Tools tab gives you access to controls that allow you to customize your Drobo. In this window you can reset your Drobo, reformat the volumes or change settings specific to DroboShare. Additionally, this

page displays useful information about your Drobo and provides an easy way to check for updates of Drobo Dashboard and your unit's firmware.

Note: *If you are not using DroboShare, that section will be grayed out.*

What to do when not using your Drobo

If you are not going to be using your Drobo for an extended period of time or want to move it to another computer, then it is a good idea to shut it down. Make sure that no applications on your computer are using the Drobo by checking the activity light. If applications are using your Drobo, they may prevent it from properly disconnecting.

If your Drobo is connected directly to a PC or Mac, either:

- a) Open Drobo Dashboard and click the "Advanced Controls" button. Select the "Tools" tab and click the "Standby" button in the Commands section and wait for the power light to turn yellow ; *or*
- b) On a PC only, select your Drobo from the "Safely Remove Hardware" menu. The power light will turn yellow.

Note: *It will take a brief time for your Drobo to enter standby mode. The power light will change from green to yellow and the drive bay lights will go off, indicating it is safe to disconnect the power cord.*

If your Drobo is connected to a network via DroboShare:

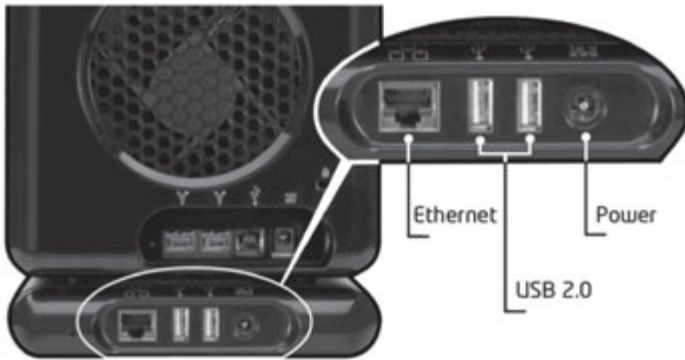
Open Drobo Dashboard and click the "Advanced Controls" button. Select the "Tools" tab and click the "Standby" button. The "Standby" button in the Commands section applies to the specific 1st/2nd Generation Drobo. The "Standby" button in the DroboShare section applies to all 1st/2nd Generation Drobo(s) connected to that DroboShare. Make sure the power light(s) are yellow before disconnecting the power cord.

If you are concerned about saving power, you don't need to worry about turning off your Drobo when not using it. Drobo automatically goes into a power saving (standby) mode (spins down the hard drives) when it has not been accessed for 15 minutes or when you turn off your computer.

V. DroboShare

Connect 1st and 2nd Generation Drobos to DroboShare

Drobo connects directly to one computer at a time via the provided USB 2.0 or FireWire 800 cable. However, you may have a need to share your Drobo across your network. Using Drobo with DroboShare, computers will show Drobo in their list of network devices, which allows for centralized storage or easy file sharing between computers.



First, connect the provided Ethernet cable between DroboShare and your network router or switch. Then attach the provided short (~1 ft.) USB 2.0 cable to your Drobo and DroboShare. Next, insert the two ends of the Y-cable into Drobo and DroboShare. Finally, plug Drobo's power supply into the single end of the Y-cable.

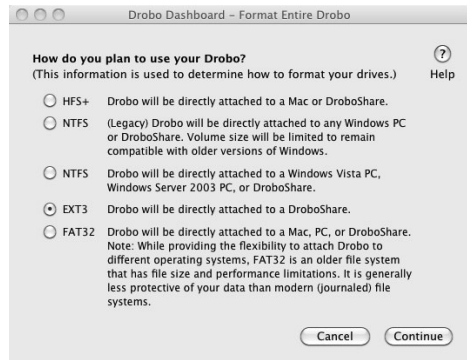
Note: *DroboPro cannot be connected to a DroboShare*

Formatting with DroboShare using Drobo Dashboard

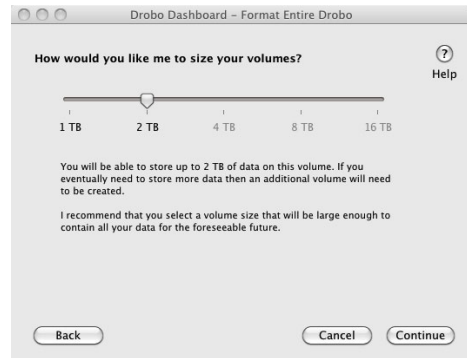
1. Once the Drobo and DroboShare have finished starting up, Drobo Dashboard will automatically discover it and show the message to the right. Click "Yes".



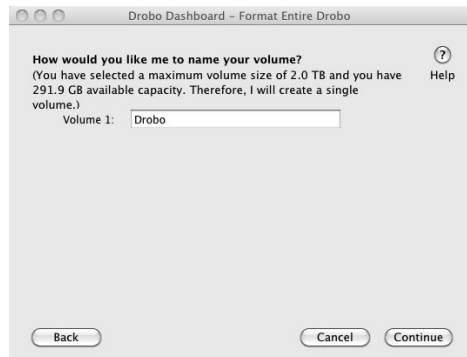
2. You will be shown the message to the right asking you to select Drobo's file system format. If you are only planning to use Drobo on DroboShare, we recommend selecting EXT3. Click "Continue/Next".



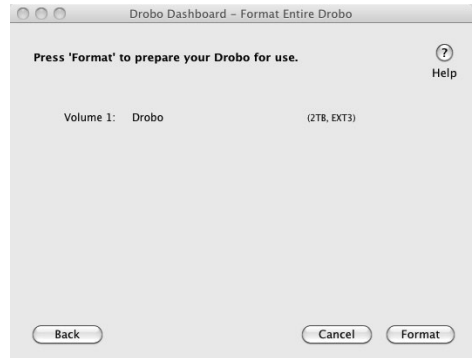
3. You will be shown the message to the right asking you to select a volume size. The available sizes are based on which file system type you picked. We recommend that you pick the volume size that will be able to store all of your files for the foreseeable future. Click "Continue/Next".



4. Depending on your volume selection and the total capacity of the drives in your Drobo, you will be presented with the opportunity to select a custom name for your volume(s). Click "Continue/Next".



5. You will be shown a summary of your selections. Now click “Format”. This process should take a few minutes and could cause your Drobo to restart.



When formatting is complete, Drobo is formatted and ready to be used. The Drobo volume(s) will automatically connect to your computer. Each volume will appear as a Volume on your Mac or as a Network Drive on your PC.

Tip: You can determine actual disk space usage by opening Drobo Dashboard or checking Drobo’s blue capacity lights.

DroboShare Lights



Power Light

Green: The power is on and DroboShare is ready.

Activity Light

Blinking Green: Data is actively being transferred between your computer and DroboShare.

DroboShare settings

In the DroboShare settings section (Advanced Controls > Tools tab), you can alter the network settings, security, and DroboApps configurations on your DroboShare. If your network requires your DroboShare to have a static IP address, then this can be changed in the Network tab. Under the Security tab, you can set a username and password to protect all the volumes that are being shared on your DroboShare. The DroboApps tab, gives you the option to enable the running of third-party applications on your DroboShare. For more information on DroboApps, please visit www.drobo.com/droboapps.

To configure DroboShare to fit your unique network design, launch Drobo Dashboard and click the “Advanced Controls” button. Select the “Tools” tab and click the “Setup” button in the DroboShare section.

The screenshot shows a window titled "Drobo Dashboard - DroboShare Settings". It has three tabs: "Network", "Security", and "DroboApps", with "Network" currently selected. The main area contains the following fields and options:

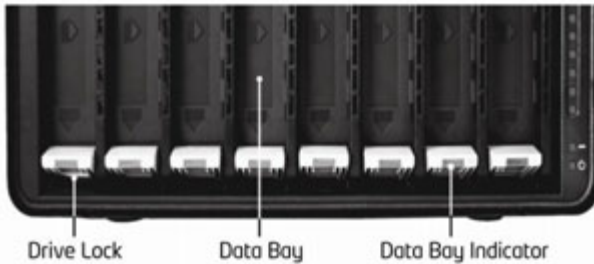
- Instructions: "Configure the following settings for your DroboShare to communicate Drobo volumes across your network." and a "Help" button.
- "DroboShare Name:" text box containing "DroboShare".
- "Workgroup:" text box containing "Workgroup".
- Two radio buttons for IP settings:
 - ☐ Automatically assign IP settings (DHCP)
 - ☒ Manually assign IP settings (Static)
- A group box containing static IP settings:
 - "IP Address:" text box with "192.168.1.10"
 - "Subnet Mask:" text box with "255.255.255.0"
 - "Default Gateway:" text box with "192.168.1.1"
 - "DNS Server 1:" text box with "192.168.1.1"
 - "DNS Server 2:" text box with "192.168.1.1"
- "Cancel" and "OK" buttons at the bottom right.

Tip: If you have an existing 1st/2nd Generation Drobo, place it in Standby (see “What to do when not using Drobo” on page 17) and then follow the steps to connect Drobo to DroboShare (page 18).

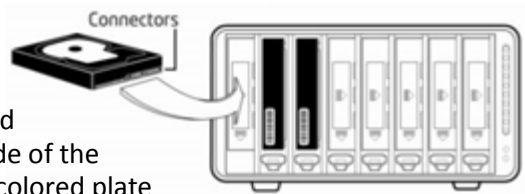
VI. DroboPro

Inserting drives into DroboPro

Once you've chosen the number of drives and which capacities to install, all you have to do is remove your DroboPro's face plate by simply pulling it off and then slide the drives into the Data Bays. It doesn't matter which drive goes into which Data Bay. **You should note that any pre-existing data on the drives will be erased.** Be sure not to touch any exposed hard drive circuit boards after unpacking.



First orient the drive connectors so that the connectors are pointed towards the DroboPro and they are facing the left side of the DroboPro. The top silver colored plate of the drive should be facing to the right. Open the Drive Lock by pressing it down and slide the drive into the Data Bay until you feel the connector "mate" at the rear of Drobo. If the connectors seat properly, the Drive Lock will snap behind the drive, securing it into place.

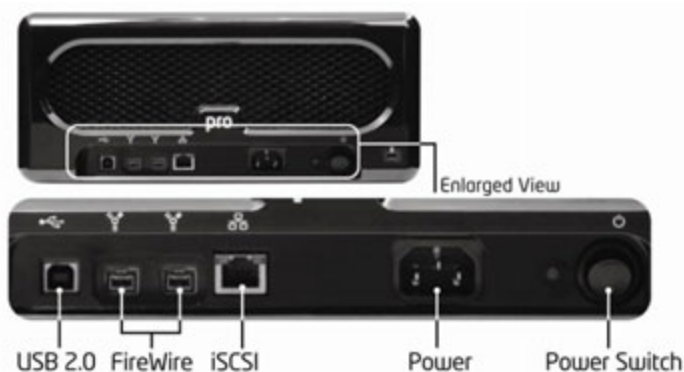


Warning! Do not place your DroboPro on its side during normal operation. There is a chance the drives will disconnect if you do this. For optimal performance and protection of your data we recommend that DroboPro remain in its normal horizontal position.

Connect DroboPro to your computer

There are several ways to connect DroboPro to your computer. You should select the fastest connection you have available. Please note that only one connection type can be used at any given time. The

connections, listed slowest to fastest, are USB 2.0, FireWire 800 and iSCSI.



USB 2.0

DroboPro gives you the option to use USB 2.0 to connect to your computer. While not as fast as FireWire 800 or iSCSI, it is found on every computer made in the past few years.

FireWire 800

FireWire 800 will give you excellent performance with your DroboPro. If your computer does not have a FireWire 800 port, then please contact your computer manufacturer for a compatible add-on card. (Make sure that you select a card that fully supports your computer and operating system since not all FireWire cards provide optimal performance.) If your computer only has a FireWire 400 connector then you will need to purchase a FireWire 800 to FireWire 400 cable.

Note: Windows based computers will not get optimal performance with the standard Microsoft FireWire drivers. Visit our support knowledgebase at www.drobo.com/support for details on how to optimize performance with FireWire on Windows (search keywords "FireWire performance").

iSCSI

iSCSI uses a standard Ethernet cable to give you the best performance possible with your DroboPro. We recommend directly connecting the DroboPro's iSCSI connection to your computer if your computer has two or more Ethernet ports. (If you don't have a second Ethernet port and want to use iSCSI, then you will need to install a standard gigabit Ethernet add-on card that is compatible with your computer.) One

Ethernet port should be used to connect your computer to your local network and the other should be used to connect to DroboPro's iSCSI port. Directly connecting will insure you achieve the best performance.

You can also connect your DroboPro via iSCSI through a switch, where one port of the switch is connected to your computer and another port is connected to the DroboPro's iSCSI connection. You will need to manually set an IP address (see DroboPro settings on page 31) on the DroboPro. Depending on the amount of traffic using your switch, connecting it in this manner might impact the performance. Note that the iSCSI connection is not for sharing your DroboPro with multiple computers on the network. If you would like to use the iSCSI connection and share your DroboPro with multiple computers, then please refer to page 34.

Connect power

After you have connected DroboPro to your computer, simply connect the power cord to the back of the DroboPro and to an AC power source. Then press the power button located on the back of the DroboPro. When DroboPro is first turned on, all of the Drive Lights and Capacity Indicator Lights are illuminated.

Note: *As with all electronic equipment, we recommend connecting your Drobo to a surge protector or uninterruptible power supply (UPS), designed for electronics.*

Initialize your DroboPro

Just as with any hard drive, you must format DroboPro for use with your computer's operating system. Use the formatting tools provided in Drobo Dashboard, which is included on the Drobo Resource CD. You can also download Drobo Dashboard by visiting www.drobo.com/support.

Insert the Drobo Resource CD that came with your DroboPro into your computer. From the on-screen menu, select Install. After Drobo Dashboard is installed, it will start automatically.

Picking a file system and volume size

Depending on your computer's operating system, you have several choices for the file system format and size of the file system on your DroboPro. You should pick the combination that works best for your expected usage of DroboPro. For most customers, we recommend

choosing the largest volume size available for the selected file system. The size of the volume you select is independent of the amount of actual storage in your DroboPro because of DroboPro's advanced storage virtualization.

If the amount of available protected storage in DroboPro ever exceeds the size of the volume that you picked (this may occur when you add an additional hard disk to DroboPro), then DroboPro will automatically create a new volume (or volumes) of the same size as the original volume. Drobo Dashboard will notify you when this occurs and ask you to format and name the new volume(s).

Note: *If you are using Volume Management, you will need to manually create a new volume. See page 32.*

File System Format	Compatible With	Max Volume Size
HFS+	Mac OS X DroboShare	16TB
NTFS	Windows Vista, Server 2008, and DroboShare	16TB
NTFS (XP Compatible)	All Windows and DroboShare	2TB
FAT32*	All Windows, Mac OS X, and DroboShare	2TB
EXT3	DroboShare	2TB

** FAT32 is an older file system format that is generally less protective of your data than modern (journaled) file systems. It also has slower performance and file size limitations.*

Formatting for PC using Drobo Dashboard

1. Once the DroboPro has finished starting up, Drobo Dashboard will automatically discover it and show the message to the right. Click "Yes".



Note: *Newer versions of Windows (including Vista) will also offer to format your DroboPro. We recommend that you click "Cancel" and use Drobo Dashboard to format.*

2. You will be shown the message to the right asking you to select DroboPro's file system format. You have the choice between NTFS (XP Compatible), NTFS, and FAT32. For most, either version of NTFS is the best choice. Choose and click "Next".



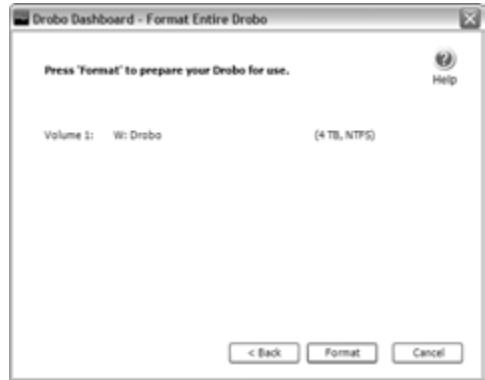
3. You will be shown the message to the right asking you to select a volume size. The available sizes are based on which file system type you picked and the capabilities of your operating system. We recommend that you pick the volume size that will be able to store all of your files for the foreseeable future. Choose and click "Next".



4. Depending on your volume selection and the total capacity of the drives in your DroboPro, you will be presented with the opportunity to select a custom name and drive letter for your volume(s). Click "Next".



5. You will be shown a summary of your selections. Now click “Format”. This process should take a few minutes and could cause your DroboPro to restart.



When formatting is complete, your DroboPro is ready to be used. You will be able to access it like any other drive connected to your computer.

Tip: You can determine actual disk space usage by opening Drobo Dashboard or checking DroboPro’s blue capacity lights.

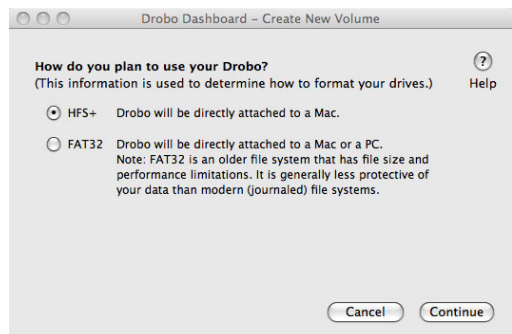
Formatting for Mac using Drobo Dashboard

1. Once the DroboPro has finished starting up, Drobo Dashboard will automatically discover it and show the following message. Click “Yes”.

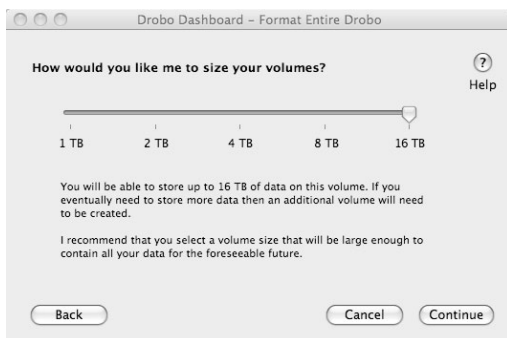


Note: Mac OS X will also offer to format the DroboPro storage. We recommend that you click “Ignore” and use Drobo Dashboard to format.

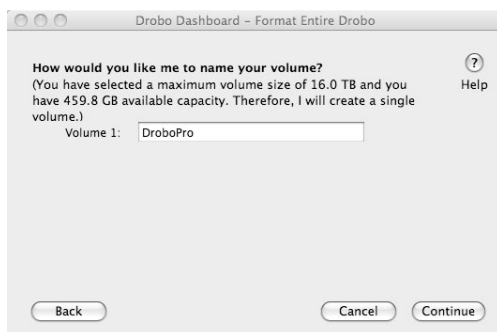
2. You will be shown the message to the right asking you to select DroboPro’s file system format. You have the choice between HFS+ and FAT32. Only use FAT32 if you must connect the DroboPro to a Windows-based computer. Click “Continue”.



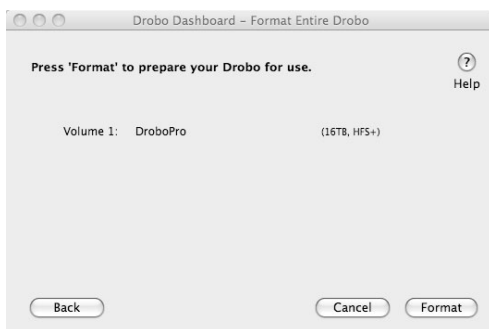
3. You will be shown the message to the right asking you to select a volume size. The available sizes are based on which file system type you picked and the capabilities of your operating system. We recommend that you pick the volume size that will be able to store all of your files for the foreseeable future. Click “Continue”.



4. Depending on your volume selection and the total capacity of the drives in your Drobo, you will be presented with the opportunity to select a custom name for your volume(s). Click “Continue”.



5. You will be shown a summary of your selections. Now click “Format”. This process should take a few minutes and could cause your DroboPro to restart.

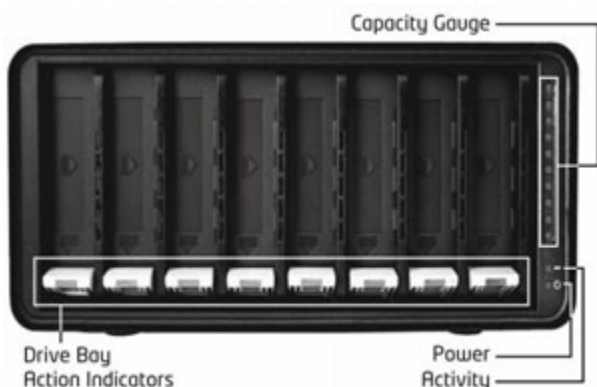


When formatting is complete, DroboPro is ready to be used. You will be able to access it like any other drive connected to your computer.

Tip: You can determine actual disk space usage by opening Drobo Dashboard or checking DroboPro’s blue capacity lights.

DroboPro Lights

One of DroboPro's many benefits is a series of lights that tell you everything you need to know, without your having to launch any application software on your computer. Remember, DroboPro is designed to actively monitor and protect your data at all times. DroboPro will automatically take any necessary actions and display them using the following lights:



Drive Lights

Green: No action is required. All drives are healthy.
Solid Yellow: Add a drive or replace the current drive with a larger drive soon. DroboPro is running out of disk space.
Blinking Yellow and Green: Do not remove these drives or power down. DroboPro is working to protect your data.
Solid Red: Add a drive or replace the current drive with a larger drive immediately. DroboPro is critically low on space.
Blinking Red: Replace this drive immediately. This drive has failed and needs to be replaced.

Power Light

Green: The power is on and DroboPro is ready.
Yellow: DroboPro is in standby mode.
Red: DroboPro has overheated. Disconnect the data cable and then the power cable. Let it cool down and then restart.

Activity Light

Blinking Green: Data is actively being transferred between your computer and DroboPro.

Capacity Gauge

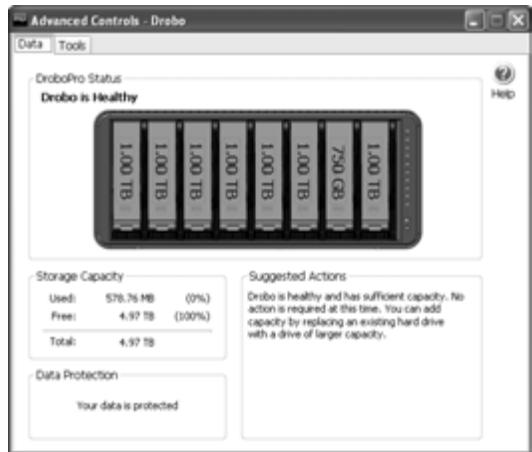
Blue: Displays the percentage of your DroboPro that is full, in 10% increments.

Using Drobo Dashboard with your DroboPro

The Drobo Dashboard application allows you to easily check the status, change settings, etc., on your DroboPro. See page 5 for an overview of Drobo Dashboard. Drobo Dashboard also makes it easy to back up files to your DroboPro and set alerts.

Advanced Controls: Data tab

The Data tab in Advanced Controls gives you in-depth details on the status of your DroboPro. You should go to this screen if DroboPro is in the process of protecting your data and you would like to know when it will finish. The progress will be shown in the “Data Protection” section.



Advanced Controls: Tools tab

The Tools tab gives you access to controls that allow you to customize your DroboPro to best suit your needs. In this window you can reset your DroboPro, reformat the volumes on the DroboPro, or change a variety of settings. Additionally, this page displays useful information about your Drobo and provides an easy way to check for updates of Drobo Dashboard and your unit’s firmware.



DroboPro settings

Dual disk redundancy

Dual disk redundancy is a setting that will protect your stored data against two simultaneous drive failures. When this additional safeguard is enabled, the amount of usable space is reduced in order to provide this protection. To use dual disk protection, you are required to have at least three hard disks in your DroboPro and sufficient free disk space.

By default, this setting is disabled. To enable it, go to the Advanced Controls > Tools tab and click the Settings button in the DroboPro settings section. Dual disk protection can be enabled or disabled at anytime as long as you meet the minimum requirements mentioned above.

Disk drive spin down

By default, DroboPro automatically spins down the hard disks after 15 minutes of inactivity. This helps save electricity and can prolong the life of the drives. The one drawback is that it will take the DroboPro a few moments to spin the drives back up. If you would like to change this setting, go to the Advanced Controls > Tools tab and click the Settings button in the DroboPro settings section.

iSCSI

The iSCSI window allows you to configure your iSCSI connection on your DroboPro. "Automatically configure" (default) allows Drobo Dashboard

to make the connection for you when you are directly connecting the DroboPro to your computer. If you want or need to assign a specific IP address for your iSCSI connection, use the manual setting. (You can use the FireWire, USB or iSCSI connection to set the IP address.) In the Advanced Controls > Tools tab, click “Settings”. Then click the iSCSI tab in the Settings window and “Manually assign an IP Address.”

Note: *If you are connecting multiple DroboPros to one computer, manual configuration is required.*

Volume Management

Volume Management is intended for customers who need to create unique volumes on DroboPro. Otherwise, we recommend that you let DroboPro manage volumes for you. You can set up multiple volumes during the initial setup of your DroboPro or anytime thereafter.

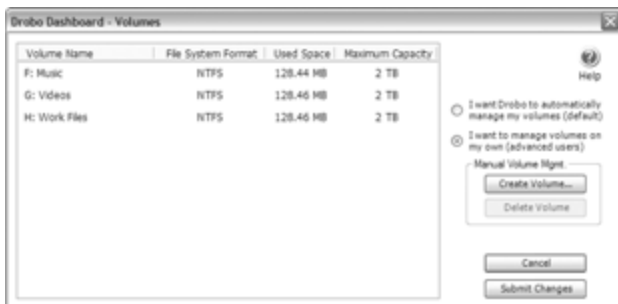
You can use Volume Management to create and manage multiple volumes on your DroboPro, each with its own size and supported file format. After setting up multiple volumes, each will show up uniquely, rather than as a single DroboPro volume.

Note: *In Windows, volumes are sometimes referred to as logical drives or partitions. On a Mac, volumes are simply volumes.*

To access Volume Management, go to the Advanced Controls > Tools tab of Drobo Dashboard. You can create up to 16 volumes on your DroboPro. The maximum size of each volume is determined by the operating system and file system format you choose. See page 24 for further detail. This gives you great flexibility in adapting your DroboPro to your unique environment.

Note: *To use the Volume Management function, you will need Drobo Dashboard 1.5.0 or later and firmware 1.1.0 or later on your DroboPro. Use the Check For Updates button in the Advanced Controls > Tools window. Please check www.drobo.com/support for further information.*

When you click the Volume Management button, you can manage your volumes: create, delete, rename and set the size of your volumes. After you set up multiple volumes, the main page in Drobo Dashboard will list all valid volumes.



What to do when not using your DroboPro

If you are not going to be using your DroboPro for an extended period of time or want to move it to another computer, then it is a good idea to shut it down. Make sure that no applications on your computer are using the Drobo by checking the activity light. If applications are using your DroboPro, they may prevent it from properly disconnecting.

You can do any of the following:

- a) Open Drobo Dashboard and click the “Advanced Controls” button. Select the “Tools” tab and click the “Shutdown” button;
or
- b) Press the power button in the rear of the DroboPro. You will know it’s safe to unplug the DroboPro when the light next to the power button stops flashing (this could take up to two minutes). You should stop all data transfers and unmount the DroboPro volumes from your computer before pressing the power button; *or*
- c) On a PC only, select your DroboPro from the “Safely Remove Hardware” menu. When the Power Light turns yellow, you can safely press the rear power button.

If you are concerned about saving power, you don’t need to worry about turning off your DroboPro when you are not using it. DroboPro automatically goes into a power saving (standby) mode when it has not been accessed for 15 minutes (spins down the hard drives) or when you turn off your computer (enters standby mode and the power light turns yellow). If you don’t want DroboPro to spin down your drives after 15 minutes, then you can turn this feature off in the Advanced Controls > Tools tab. See “Disk drive spin down” on page 31.

VII. Sharing Drobo/DroboPro between computers

There are several ways to share your Drobo or DroboPro between multiple computers.

Using DroboShare to connect your Drobo to a network (1st/2nd Generation Drobo only)

If you need to connect your Drobo to a network, you must use DroboShare, a unique companion to Drobo. Using Drobo with DroboShare, computers will show Drobo in their list of network devices. Please see “DroboShare” on page 18 for information on how to set up and configure DroboShare.

Note: *DroboPro is not compatible with DroboShare.*

Move Drobo or DroboPro between computers

If you are going to move your Drobo or DroboPro to multiple computers, you must make sure the file system format you choose during setup supports the operating systems, if they are in fact different. Only the FAT32 format option in the Drobo Dashboard ensures that Macs, PCs, and Linux machines will be able to read and write data on Drobo. FAT32 is an older file system format that is generally less protective of your data than modern (journaled) file systems such as HFS+ or NTFS. It also has some performance and file size limitations.

Using your computer

Both Mac OS X and Windows-based computers have built in file sharing capabilities. You can use these to share your Drobo or DroboPro with other computers on your network. The one drawback is that the computer which is sharing the Drobo or DroboPro must be turned on, in order for others to get access to the Drobo.

To find out more about using your computer’s file sharing capabilities, consult your operating system documentation.

VIII. Tips and Troubleshooting

This section addresses some common questions about your Drobo products. We also offer free access to our knowledge base, support FAQ's and Best Practices. Please visit www.drobo.com/support for the latest technical information on your Drobo.

Q. How do I download the latest versions of Drobo Dashboard, Drobo, DroboPro, and DroboShare Firmware?

- A. To download the latest versions of software, click the “Check For Updates...” button in the Advanced Controls > Tools tab.

***Note:** You must have administrator privileges on your computer in order to install the upgrade for Drobo Dashboard.*

Q. How do I add capacity to my Drobo?

- A. Either add a standard 3.5” SATA hard drive to an empty Data Bay, or remove the smallest capacity drive and replace with a larger capacity drive. It's okay to do this while Drobo is running; you do not need to put Drobo into Standby.

Q. Why does my computer show that I have more capacity than it actually does?

- A. What is reported by the operating system will vary depending on the volume size you chose to format your Drobo. By default, Drobo will be presented as a 2 Terabyte (TB) drive. We did this by design so that you can easily grow your capacity. When you add enough hard drives to exceed the volume size you chose during setup, a new volume will be created resulting in an additional “virtual” hard drive. Both virtual drives share the total capacity available on your Drobo.

Q. How can I tell how much capacity Drobo has left?

- A. The main page of Drobo Dashboard provides the most accurate information. See page 5. You can get an approximate idea by simply checking the blue capacity gauge on the front of Drobo. Each blue light represents 10% of available capacity that contains protected data. If you observe three blue lights, you have 70% still available for data.

Q. Will my computer tell me how much space is used on Drobo?

- A. Yes, actual space used is represented accurately by your OS. The volume size, however, will show as the size you created, independent of the drives in your Drobo.

Q. How can I wipe all the data from my drives and reset my Drobo?

- A. **WARNING: THIS PROCEDURE WILL CLEAR ALL THE DATA STORED ON DROBO.** There are two ways to reset your Drobo. First, in Advance Controls > Tools tab, click the “Reset...” button. The on-screen instructions will walk you through the process.

The second way is to first shut down the Drobo. Next, locate the small unmarked reset hole. On 1st and 2nd Generation Drobos you will find it next to the power connector. On DroboPro, it is located next to the power button. Insert a straightened paper clip through the unmarked hole. You should be able to feel a switch depress. While still depressing the switch, power on the Drobo and hold the switch depressed until the power indicator starts blinking green. This will take approximately 30 seconds.

Q. Do I need to format new drives that I add to Drobo?

- A. When you add a drive to an empty Drive Bay or upsize an existing drive after the initial formatting, you will get immediate access to any additional capacity. You will not have to format each drive added to Drobo. After the initial format, you will not need to format added drives until an additional pool of storage is created. Drobo will walk you through that process when the time comes.

Q. What happens if I initially formatted my Drobo as a 2TB volume and then add more than 2TB of protected capacity?

- A. If you format Drobo for a certain volume size (i.e. 2TB volume during initial format) and then add more storage capacity than can be contained in that volume (for example, you add one or more 1.5TB drives), Drobo Dashboard will prompt you to create a second volume for that new space.

If you want to maintain the data all on a single volume rather than two volumes, you'll need to migrate the data onto another Drobo or storage device, reformat the original Drobo to the volume size of your choice and then migrate the data back to the clean volume.

Note: *Windows XP has a limitation of 2TB as the maximum volume size. In this case, you will have to create a new volume for any additional storage added beyond the 2TB volume size.*

Q. Will the magnets that hold the face plate on endanger my data?

A. No. In fact, the magnets inside your hard drive(s) are much stronger and closer to the hard drive media than Drobo's face plate.

Q. How do I back-up data on Drobo?

A. Data on Drobo is intrinsically "backed-up", but of course that doesn't protect against fire, theft or accidentally deleted files. You can duplicate data from Drobo onto any other media through your computer, or attach a second Drobo to your computer, duplicate the data, and move it to a different secure location (such as office or home). Please visit our Best Practices site at <http://www.drobo.com/support/> for more information.

Q. Is there a foolproof way to protect my data on the Drobo?

A. If the Drobo is the only source of your data, then that would be considered your "primary" storage. The only way to fully protect your data is to maintain a true backup. (A "backup" implies a secondary source of your data.) While the Drobo does protect your data from a single drive failure, in the unlikely event that another drive fails at the same time, then your data can be lost. (DroboPro has a feature, dual disk redundancy, which protects against two simultaneous drive failures. See page 31.)

Many customers use another Drobo, to back up the data on their Drobo so that they have two copies of their data. It all depends on how important this data is to you and/or how easy it would be to rebuild or recreate this data. When most companies back up their data, they store the second (or even a third) copy of the data at a different location. This way, they are prepared to be back in business fairly quickly should something happen to the office or data center. Please visit our Best Practices site at <http://www.drobo.com/support/> for more information.

Q. Can I share my Drobo between different computers such as a Mac and PC?

A. There are two ways to go about sharing a Drobo between computers with different operating systems. The most convenient way to share Drobo between different computers is through the network via DroboShare. Doing so eliminates the need for each computer to understand the format of Drobo and allows you the flexibility to share Drobo when you want to or attach it directly to your computer.

Another method to share your Drobo between different computers is to format it using a file system that several computers understand. Using the “FAT32” formatting option from the Drobo Dashboard ensures that Macs, PCs, and Linux machines will be able to read and write data on Drobo. Note, that FAT32 is an older file system format that is generally less protective of your data than modern (journaled) file systems. It also has slower performance and file size limitations.

Finally, both Mac OS X and Windows-based computers have built in file sharing capabilities. You can use these to share your Drobo with other computers on your network. The one drawback is that the computer which is sharing the Drobo must be turned on, in order for others to get access to the Drobo. To find out more about using your computer’s file sharing capabilities, consult your operating system documentation.

Note: See page 34 for further details.

Q. Why don’t I see more capacity after I delete a large number of files?

A. You will, just be patient. Drobo takes this opportunity to optimize data layout while reclaiming newly created “empty” space. However, some utilities (such as Norton® Utilities) have an option to protect your data from accidental deletion. Be sure to disable that feature in order to delete data from Drobo. Also, you might have to delete the files from the Recycle Bin or Trash Can to truly remove the files from your Drobo.

Q. Why is there data on Drobo before I copy data to it?

A. Your operating system and the Drobo firmware both place a small amount of formatting information on Drobo’s drives prior to any data transfer.

Q. Why does Drobo seem extremely slow when it’s almost full?

A. Instead of refusing to copy files when its capacity is nearly full (over 95%), Drobo instead enters “slow down” mode to alert you to check the blue capacity gauge. If all ten blue lights are lit, it’s time to add capacity.

Q. My drive bay lights are flashing green and yellow. What does this mean?

A. Your Drobo is actively working to protect your data. You can still use your Drobo normally, but do not power the unit off when the lights

are flashing, and do not add or remove drives until the lights stop flashing.

Q. Why am I not receiving any e-mail alerts?

- A. Contact your e-mail provider to double-check the information that you entered when you set up e-mail alerts. Additionally there are helpful websites such as the one listed below which may contain the information you need:

www.emailaddressmanager.com/tips/mail-settings.html

Q. Does Drobo use RAID?

- A. No, the patent-pending technology (called BeyondRAID™) within Drobo is not RAID and was developed specifically to perform data management and configuration tasks automatically so that you don't have to. Drobo does utilize advanced storage concepts such as virtualization, but it is not a derivative of RAID. See page 1 for more information on BeyondRAID.

Q. Should I periodically defragment the drives inside of Drobo?

- A. No, this type of optimization is performed by Drobo automatically.

Q. What happens to my data if there is a power outage?

- A. Drobo manages interruptions to power automatically and has an internal rechargeable battery that allows data being written during an outage to complete. However, various file systems handle unexpected power losses differently, so it is recommended that you run a file system utility if you do experience an unexpected power loss at any time.

As with all electronic equipment, we recommend connecting your Drobo to a surge protector or uninterruptible power supply (UPS), designed for electronics.

Q: Can I extend the warranty on my 1st/2nd Generation Drobo or DroboPro?

- A. Yes, you can purchase additional hardware and phone support by purchasing DroboCare. To learn more about DroboCare visit: www.drobo.com/drobocare.

Q. How do I get support for Drobo?

- A. If you did not register your Drobo during setup, first go to www.drobo.com/registration to register your Drobo. Then go to www.drobo.com/support for details on how to contact support. This

site provides support FAQs, Knowledge Base and Best Practices to help you get the most from your Drobo.

1st and 2nd Generation Drobo

Q. Why does the Drobo 2nd Gen have two FireWire ports? Can I connect it to two computers at the same time via FireWire?

A. No. You cannot connect the Drobo to two computers at the same time. The two FireWire ports are for daisy chaining devices only. If you are connecting your Drobo to your Windows/Mac/Linux computer using FireWire, the second connection can be used, for example, to daisy chain another Drobo.

Q. Can I use both USB & Firewire interfaces on my 2nd Generation Drobo at the same time?

A. No. You can only use one Drobo interface connection to your computer at a time. If you plug both USB 2.0 and FireWire 800 cables from the Drobo to your computer, Drobo will select USB 2.0 by default, we recommend you never configure your system in this manner.

If you do need to change to an alternate interface, safely shut down your Drobo System by putting it into Standby first, then turning off power. Change the interface cables on the Drobo system, then power the Drobo system back up. If you are sharing your Drobo with multiple computers, you do not have to use the same interface on both computers, but you must power down the unit before switching interfaces.

Q. How can I shut down 1st or 2nd Generation Drobo safely for a prolonged period?

A. Click the “Standby” command from the Advanced Controls > Tools tab of Drobo Dashboard. The power light will turn yellow once the Drobo has safely entered standby mode. You can now safely disconnect power and store Drobo for a prolonged period.

If you do not have access to Drobo Dashboard for any reason, then:

1. Turn off your computer and wait for power light to change from green to yellow.
2. Disconnect the USB or FireWire 800 cable and wait for power light to change from green to yellow.
3. Remove power.

DroboPro

Q. How can I shut down DroboPro safely for a prolonged period?

- A. Click the “Shutdown” command from the Advanced Controls > Tools tab of Drobo Dashboard or by clicking the power button on the rear of the DroboPro. The front and rear power lights will turn off once the DroboPro has safely shut down. You can now safely disconnect power and store DroboPro for a prolonged period.

Q. How should the network port on my computer be set up to use iSCSI?

- A. For most setups, you should have the port set to automatically retrieve the network information (referred to on Windows as “Obtain an IP address automatically” and on Mac OS X as “Using DHCP”). You should only have a static IP address set on the network port for the iSCSI connection if you plan on having more than one DroboPro connected to your computer or if you want to connect your DroboPro to a switch. In addition, make sure that any firewall protection software allows for inbound and outbound connections with Drobo Dashboard.

For more information on connecting multiple DroboPros to one computer please visit our support site at www.drobo.com/support.

Q. Can I place my DroboPro on its side?

- A. If you place your DroboPro on its side, there is a chance the drives will disconnect. For optimal performance and protection of your data we recommend that DroboPro remain in its normal horizontal position during normal operation.

DroboShare

Q. Can I use DroboShare with DroboPro?

- A. No, DroboShare only works with 1st and 2nd Generation Drobo. It’s not compatible with DroboPro.

Q. I’m using my Drobo with DroboShare. Why does Drobo Dashboard not see my Drobo?

- A. First, check to make sure you have the latest Drobo Dashboard and Drobo firmware (version 1.1.0 or greater). Next, check to make sure DroboShare has been assigned an IP address on your network. This is required to share DroboShare on your network. If DHCP is available

when DroboShare is first powered on, it should receive an IP address automatically from the local DHCP server and Drobo Dashboard will detect it. If DHCP is not available, DroboShare will be assigned the default 169.254.213.234 IP address. This could happen, for example, if you are using static IP addressing on your network. If this happens, you will have to first locate a computer connected to the same network as your DroboShare, install Drobo Dashboard on that computer, and then configure the IP address on that computer to be in the same subnet as your DroboShare. Drobo Dashboard should discover your Drobo and DroboShare and you will be able to assign your desired static IP address for DroboShare in the DroboShare settings of Drobo Dashboard.

Finally, check to see if your firewall is blocking Drobo Dashboard. Firewalls can disrupt the Drobo Dashboard discovery of DroboShare. Drobo Dashboard needs to be listed as an exception when using a firewall. The Windows firewall should prompt you when you first start Drobo Dashboard, asking to unblock and allow. Please select this option or manually configure this exception. This behavior is also true of other 3rd party firewalls. Note: Some VPN and ISP related applications come with an embedded firewall. You must uninstall or configure these to treat Drobo Dashboard as an exception. Please visit the knowledge base at <http://www.drobo.com/support/> for further information.

Q. When using DroboShare, why are my folder or file names changed or "Corrupted"?

- A. This is not specific to DroboShare but is specified by the Windows File Sharing (SMB) protocol, which the DroboShare uses. This happens due to the use of invalid folder or filenames, such as ones containing: ? [] / \ = + < > ; : " , | * Respectively, these are the question mark, left and right brackets, solidus (or "forward slash"), reverse solidus (or "backslash"), equals sign, plus sign, left and right angle brackets, semicolon, colon, quotation mark, comma, pipe, and asterisk.

If the issue occurs when you are trying to open or copy a file, remove these "illegal" characters from the file names. If this issue occurs when you are connecting to the SMB server, it may be because the share name contains the illegal character. Be sure to avoid the illegal characters in the names of shares, folders, or drives.

In addition, the SMB protocol doesn't support letters with umlauts, Cyrillic characters, Japanese characters, German characters or Chinese characters. The only way to prevent this from happening is to not use the unsupported characters in file and folder names when using the DroboShare.

Q. My Drobo is connected to a Windows Vista computer via DroboShare. How do I use the native Windows Vista backup tool with Drobo/DroboShare?

- A. When you use the native Vista backup tool to back up to the Drobo, Windows will ask you for a username and password. If you have not previously set up a username and password for DroboShare or Drobo, use the following for username and password:

Username: droboshare\everyone

Password: Drobo

Note: In the Username above, replace "droboshare" with the name you are using for the DroboShare.

IX. Safety and Warranty

Safety

This product was designed and manufactured to meet strict quality and safety standards. There are, however, some installation and operational precautions of which you should be particularly aware.

Please read these instructions before operating Drobo, DroboPro, or DroboShare and save them for future reference.

1. Read all instructions: All safety & operating instructions should be read and understood before operation.
2. Retain instructions: The safety and operating instructions should be retained for future reference.
3. Heed Warnings: All warnings on the appliance and in the operating instructions should be followed.
4. Follow Instructions: All operating and usage instructions should be followed.
5. Drobo, DroboPro, and DroboShare are to be used with UL Listed ITE Equipment only.
6. Avoid Water and Moisture: Drobo, DroboPro, and DroboShare should not be used near water (for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool).
7. Provide Adequate Ventilation: Drobo, DroboPro, and DroboShare should each be situated so that its location or position does not interfere with its proper ventilation. For example, Drobo should not be situated against a surface that may block the ventilation openings or placed in a built-in installation such as a bookcase or cabinet that may impede the flow of air through the ventilation openings. Additionally, no other device other than a Drobo should be placed on top of DroboShare.
8. Protect from Heat: Drobo, DroboPro, and DroboShare should be situated away from heat sources such as radiators, heat registers, stoves, or other appliances (including amplifiers) that produce heat.
9. Protect Power Cords: Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords and plugs, convenience receptacles, and the point at which they exit from the product.
10. Avoid Object and Liquid Entry: Never push objects of any kind into Drobo, DroboPro, and DroboShare ventilation slots except drives compliant with the User Guide as they may touch dangerous voltage points or short the parts, resulting in the risk of fire or electric shock. Never spill liquid of any kind onto Drobo.
11. TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF ELECTRICAL PLUG TO WIDE SLOT AND INSERT FULLY.
12. DROBO AND DROBOPRO CONTAINS A LITHIUM BATTERY WHICH CAN EXPLODE IF MISHANDLED. BATTERY IS NOT FIELD OR USER-SERVICEABLE. Please dispose of battery in a manner consistent with local jurisdictions.
13. DRIVES IN DROBO AND DROBOPRO WILL RETAIN HEAT AFTER USE. PLEASE USE CAUTION WHEN REMOVING DRIVES FROM DROBO OR DROBOPRO. TO SAFELY REMOVE DRIVES, PRESS THE DRIVE LATCH TO RELEASE THE DRIVE AND ALLOW THE DRIVE TO COOL IN THE DATA BAY FOR 10 MINUTES BEFORE COMPLETELY REMOVING THE DRIVE FROM DROBO OR DROBOPRO. FAILURE TO FOLLOW THIS PROCEDURE MAY RESULT IN INJURY FROM HOT DRIVES.
14. Damage Requiring Service: Drobo, DroboPro, and DroboShare should be serviced by an employee of Data Robotics, Inc. or a Data Robotics, Inc. Authorized Reseller ("qualified service personnel"), and should be serviced when:
 - A. THE POWER SUPPLY CORD OR PLUG IS DAMAGED OR FRAYED;
 - B. LIQUID HAS SPILLED INTO DROBO, DROBOPRO, OR DROBOSHARE;
 - C. DROBO, DROBOPRO, OR DROBOSHARE HAS BEEN EXPOSED TO RAIN OR WATER;
 - D. DROBO, DROBOPRO, OR DROBOSHARE DOES NOT OPERATE NORMALLY WHEN YOU FOLLOW THE OPERATING INSTRUCTIONS;
 - E. DROBO, DROBOPRO, OR DROBOSHARE HAS BEEN DROPPED OR THE CHASSIS DAMAGED;
 - F. DROBO, DROBOPRO, OR DROBOSHARE EXHIBITS A DISTINCT CHANGE IN PERFORMANCE.
15. Use only the supplied USB 2.0, FireWire 800, Ethernet, and power cables when operating Drobo, DroboPro, or DroboShare.

Servicing – The user should not attempt to service Drobo, DroboPro, or DroboShare beyond that described as user service items in the FAQ section of this manual, the Troubleshooting sections of the Help Files, or the support Knowledge Base. All other servicing should be referred to qualified service personnel.

Cleaning – Unplug Drobo, DroboPro, or DroboShare from the wall outlet before cleaning. Do not use liquid or aerosol cleaners; use a damp cloth. If Drobo, DroboPro, or DroboShare comes in contact with any liquid, unplug the power adaptor and let Drobo dry thoroughly before plugging back in.

Power Source – Drobo, DroboPro, or DroboShare should be operated only from the type of power source indicated on the marking label or in this User Guide. If you are not sure of the type of power supplied to your home or business, consult your local power company.

Overloaded Power Outlets – Do not overload wall outlets and extension cords, this can result in risk of fire or electric shock.

Electric Shock – To reduce the risk of electric shock, do not disassemble Drobo, DroboPro, or DroboShare. Doing so will void the warranty. Take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when Drobo or DroboShare is used.

Moving – Avoid moving Drobo, DroboPro, or DroboShare while it is plugged in to avoid shock and vibration damage to the installed hard disk drives.

Electrostatic Discharge - The components inside your Drobo and disk drives are sensitive to static electricity, also known as electrostatic discharge. Before you install any disk drive, we recommend that you do the following: 1) Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam; 2) Discharge yourself by touching an unpainted metal surface such as a desk or rack mount; 3) Remove disk drives from their antistatic bags only when you are ready to use them. Be sure to follow any additional recommendations that the disk drive manufacturers provides.

Repair Technician Warning! - Before opening the DroboPro unit or removing the power supply assembly, the AC cord MUST be unplugged from the outside of the unit and the unit must be unpowered. The System Earthing connections of the internal AC cable must not be removed if the system is powered on for service access.

DroboPro Specifications & Systems Requirements – Power Supply: AC Input: 100/240 VAC, 1.8/0.75 A, 50/60 Hz; Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2,438 m (8,000 ft.); Operating Humidity: 5% - 80%; Dimensions: 12.17" wide x 5.46" tall x 14.1" long (309mm wide x 138.9mm tall x 357.4mm long); Weight: 16 lbs 3 ozs.; Storage: Accepts up to eight 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0, FireWire 800, and iSCSI; Drobo Dashboard Application (required for iSCSI); Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.4+; File system support: NTFS, HFS+, FAT32, and EXT3.

Drobo Specifications & Systems Requirements – Power Supply: AC Input: 100-240VAC~2.5A, 50-60Hz; DC Output: 12-17VDC 6.6A & 80W Max.; Drobo Power Consumption: 4A @ 12V (48W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2,438 m (8,000 ft.); Operating Humidity: 5% - 80%; Dimensions: 6.0" wide x 6.3" tall x 10.7" long (152.4mm wide x 160mm tall x 271.8mm long); Weight: 6 lbs. 11.3 ozs. (without power supply); Storage: Accepts up to four 3.5" SATA I or II internal desktop hard drives; Interfaces: USB 2.0 and FireWire 800 (2nd Generation Only); Drobo Dashboard Application (optional); Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.4+; File system support: NTFS, HFS+, FAT32, and EXT3 (via DroboShare).

DroboShare Specifications & Systems Requirements – Power Supply: AC Input: 100-240VAC~2.5A, 50-60Hz; DC Output: 12-17VDC 6.6A & 80W Max.; DroboShare Power Consumption: 500mA @ 12V (6W); Operating Temperature: 10°C-35°C (50°-95°F); Non-operating (storage): -10°-60°C (14°-140°F); Altitude (operating): 2,438 m (8,000 ft.); Operating Humidity: 5% - 80%; Dimensions: 6.0" wide x 1.75" tall x 10.7" long (152.4mm wide x 44.5mm tall x 271.8mm long); Weight: 2 lbs. 4 ozs. (1.02Kg) (without power cable); Network attached storage: Accepts only Drobo storage devices; Interfaces: USB 2.0 (for attaching 1st/2nd Generation Drobo) and Gigabit Ethernet; Drobo Dashboard Application: Microsoft® Windows® Operating Systems, Apple® Macintosh® OS-X v10.4+

FCC Compliance & Advisory Statement – This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: 1) Reorient or relocate the receiving antenna. 2) Increase the separation between the equipment and receiver. 3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. 4) Consult the dealer or an experienced radio/TV technician for help. Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the device. Where shielded interface cables have been provided with the product or specified additional components or accessories elsewhere defined to be used with the installation of the product, they must be used in order to ensure compliance with FCC regulations.

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations. Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada. Please see <http://www.drobo.com> for additional compliance information.

Industry Canada Statement

Complies with the Canadian ICES-003 Class B specifications. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. This device complies with RSS 210 of Industry Canada.

This Class B device meets all requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

VCCI Class B Statement

VCCI クラスB 基準について

情報処理装置等電波障害自主規制について

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準にもとづくクラスB情報技術装置です。

この装置は家庭環境で使用されることを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

説明書に従って正しい取扱いをしてください。

Europe—EU Declaration of Conformity

The equipment complies with the EU directives 89/336/EEC, 73/23/EEC, and 93/68/EEC. This equipment is in conformity with the essential requirements of EU directives: EN 55022: 1998 plus A1:2000 & A2:2003, EN 55024: 1998 plus A1:2001 & A2:2003, EN 61000-3-2: 2000 plus A2:2005, EN 61000-3-3: 1995 plus A1:2001 & A2:2005, and EN 60950-1: 2000+A11:2004.

Hereby, Data Robotics, Inc., declares that this Disk Storage Array and Network Attached Storage link appliance are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.



Disposal and Recycling Information

When this product reaches its end of life, dispose of the product and batteries used with it according to your local environmental laws and guidelines.

For information about Data Robotics' recycling program, go to www.datarobotics.com/support/weee/.

European Union



The symbol above means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

Battery Disposal

Your Drobo, DroboPro, and DroboShare have internal batteries that preserve settings when the unit is off. Do not attempt to change the battery. Only a Data Robotics, Inc. certified technician can change the battery. When the product has reached the end of its useful life, please dispose of it according to your local environmental laws and guidelines.

本製品の寿命が尽きたときは、お住まいの地域の環境法と廃棄基準に従って本製品と電池を廃棄して下さい。

data robotics, inc. のリサイクルプログラムについては、次のwebサイトを参照してください。

Warranty

LIMITED WARRANTY COVERAGE – Data Robotics' warranty obligations are limited to the terms set herein. Data Robotics, Inc. warrants Drobo and DroboShare hardware products against defects in materials and workmanship under normal use for a period of: ONE (1) YEAR for systems shipped to an address not in Europe; TWO (2) YEARS for systems shipped to an address in Europe; from the date of retail purchase by the original end-user purchaser ("Warranty Period"). Data Robotics, Inc. warrants DroboPro hardware product against defects in materials and workmanship under normal use for a period of: TWO (2) YEARS from the date of retail purchase by the original end-user purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received within the applicable Warranty Period, at its option, Data Robotics, Inc. will either, as its sole and exclusive obligation: (1) repair the hardware defect at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. When a refund is given, the product for which the refund is provided must be returned to Data Robotics, Inc. and becomes Data Robotics' property.

EXCLUSIONS AND LIMITATIONS – This Limited Warranty applies only to hardware products manufactured by or for Data Robotics, Inc. that can be identified by the "Data Robotics" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-Data Robotics, Inc. hardware products or any software, even if packaged or sold with Data Robotics, Inc. hardware. Manufacturers, suppliers, or publishers other than Data Robotics may provide their own warranties to the end user purchaser, but except as explicitly set forth in the Limited Warranty Coverage section, Data Robotics provides its products "as is" to the extent not prohibited by law. Software distributed by Data Robotics, Inc. with

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This warranty does not apply to: (a) damage caused by use with non-Data Robotics, Inc. products; (b) damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (c) damage caused by misuse or by operating the product outside the permitted or intended uses as described in a published writing by Data Robotics; (d) damage caused by service (including upgrades and expansions) performed by anyone who is not an employee of Data Robotics, Inc. or a Data Robotics, Inc. Authorized Reseller; (e) a product or part that has been modified or significantly altered; (f) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; or (g) if any Data Robotics, Inc. serial number has been removed or defaced.

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OBTAINING WARRANTY SERVICE – No product may be returned directly to Data Robotics, Inc. without first contacting Data Robotics, Inc. for a Return Material Authorization ("RMA") number. If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to you at your expense.

Please access and review this user guide, and the online help resources before requesting warranty service. If the product is still not functioning in accordance with the Data Robotics, Inc. specifications after making use of these resources, please contact Data Robotics, Inc. customer support or, if applicable, a Data Robotics, Inc. Authorized Reseller. A Data Robotics, Inc. representative or Data Robotics, Inc. Authorized Reseller will help determine whether your product requires service and, if it does, will inform you how Data Robotics, Inc. will provide it. Data Robotics, Inc. or its Data Robotics, Inc. Authorized Resellers will provide warranty service on products that are tendered or presented for service during the Warranty Period, as permitted by law. Warranty service is restricted to the country where the product is purchased. Service options, parts availability and response times will vary according to country. You may be responsible for shipping and handling charges if the product cannot be serviced in the country it is in. In accordance with applicable law, Data Robotics, Inc. may require that you furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Please refer to the online product documentation for more details on this and other matters on obtaining warranty service.

You should make periodic backup copies of the data and programs contained on the product's hard drive to protect your data and as a precaution against possible operational failures. Before you deliver your product for warranty service it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. Data Robotics, Inc. and its Authorized Resellers are not liable for any damage to or loss of any programs, data, or other information stored on any media, or any non-Data Robotics, Inc. product or part not covered by this warranty. Recovery and reinstallation of system, application software, and user data are not covered under this Limited Warranty.

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GPL License Code – DroboPro and DroboShare utilizes some GPL licensed Linux code. To obtain a copy of the Linux source code used in our product, please e-mail your request with your name and company affiliation to gplrequest@drobo.com.

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For more info, visit: <http://www.datarobotics.com/>.

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